Stephen Simons

Proven Leader in Public Safety and High Risk Security Management
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Out of the box thinker, team player, multi-tasker, idea man, organizer and all around jack-of-all-trades.

Authorized to work in the US for any employer

Work Experience

Second Shift Security Supervisor

Exploria Resorts' Summer Bay Resort - Clermont, FL
March 2023 to Present

• Enforcing policies put forth by Exploria Resorts at the request of their clients.
• Be courteous, offer professional customer service/concierge skills to our guests, and to our timeshare owners.
• Running a second shift security operation at an extremely busy resort. Duties include; training/leading a team of licensed security professionals, Coaching/reprimanding bad behavior or policy violations, shift scheduling, managing payroll errors, report analysis, inspiring good team morale, and other supervisory responsibilities.
• Writing incident reports that are outstanding in their level of detail.
• De-escalating potential aggressive situations involving innebriated, or unruly guests.
• Responding to onsite injuries, treating injuries if requested, and collecting witness statements and all relevant data required for a factually accurate incident report.
• Key management and documentation.
• Closing timeshare models after business hours.
• Monitoring 7 pools, closing the pools during the quiet hours.
• Monitor weather conditions and expediently close pools if lightning is detected in the vicinity of the resort.
• Close the playgrounds, basketball courts, and tennis courts during the quiets hours.
• Authoring our updated Daily Operations Manual.

Freelance Security Officer & Safety Consultant

Self Employed Contractor - Orlando, FL
May 2022 to Present

• Coordinating with clients to prepare for the contracted assignment.
• Operating in a professional and courteous manner with all guests, customers, and venue personnel.
• Offer insight into all potential safety and security concerns.
• Work the assignment to the exact specifications of the client.
• Maintaining a budget with book keeping.
• Always maintaining a positive and unbreakable attitude.

Independent Contractor/Delivery Driver/Parcel Courier

UberEats/Door Dash/Roadie/Point Pickup/Amazon Flex/Waitr/GoPuff/Go Share - Orlando, FL

May 2020 to Present

Freelance courier-based contact work.

Sergeant of Security

Community Watch Solutions LLC - Kissimmee, FL
May 2022 to March 2023

• Assist the on-duty Lieutenant.
• Supervise and manage the shift security team when the Lieutenant is not there.
• Observe and report any criminal activity, emergency situation, and various policy violations.
• Approach guests who violate policy in a non-confrontational manner.
• Observe grounds and it's facilities.
• Interact with the community in a warm and professional manner.
• Maintain patrol logs and write reports and affidavits when applicable.

(D-Licensed) Security Host for Walt Disney World Resorts

The Walt Disney Company - Lake Buena Vista, FL
September 2019 to January 2022

• Guest, vender, contractor, and VIP vetting and screening.
• Responding to guest complaints.
• De-escalating volatile interactions between guest and/or employees.
• Conducting property-wide surveillance and reporting all suspicious incidents, or hazards.
• Responding to guest and employee related incidents ie. Assaults, Theft, Break-ins, Health emergencies & Injuries, Trespassers, Sexual related crimes, Lost Children/Persons, Fires, Car accidents, Car break-ins, Disabled vehicles, General policy violations, Suspected fraud, Suspicious behavior, Vandalism, etc.
• Performing CPR on unresponsive guests and/or treat puncture wounds and rapid blood loss.
• Interview all potential witnesses to an incident and document accordingly
• Conduct online investigative research into persons-of-interest, report them as B.O.L.O.s if necessary.
• Write thorough, detail oriented incident reports and affidavits.
• Read C.A.D. notes and write C.A.D. reports.
• Appear in court and testify if required to do so.
• Redirect traffic in the event of car accident and/or a medical emergency.
• Monitor special events such as marathons and large media events.
• Escort and conduct crowd control for celebrities and other high-profile guests.
• Use brief, yet descriptive radio communication and make use of codes to minimize traffic.
• Working independently and autonomously when not responding to calls.
• Collaborating with dozens of people from multiple departments across property in tandem during emergency and/or criminal situations.
• Multitasking and delegating responsibilities to other team members.
• Working directly with law enforcement and emergency services.
• Escorting removed guests and/or former employees from the property.
• Interacting to guest and employee inquiries in a warm and tactful manner.
• Jumpstarting guest and employee vehicles.
• Delegating towing services to assist with disabled vehicles.
• Working resort security kiosks by allowing entry based on the conditions put forth by the resort General Manager.
• Working hydraulic operated barrier at the theme parks that allows entry to approved vendors and company vehicles.

• Using Easy Lobby, Ros tr, and Lilo to research subjects seeking entry, and allow them entry if they have been give approved access through Easy Lobby, or by direct approval of the Duty Manager.
• Investigating license plates, state, federal, and company IDs of subjects seeking entry.
• Investigate subject seeking entry's previous arrival/departure and whether they have been denied access.
• Investigate whether the subject seeking entry is listed as B.O.L.O. on our black-list.
• Conduct maintenance on the hydraulics when the barriers fail.
• Operate undercover in plain clothes to monitor crowd for theft or aggressive activity.
• Use position of authority to disperse people who are not allowed on property.
• Maintaining, fueling, and writing patrol logs for company vehicles.
• Training new hires and agents proficient in another field.

(SIDA Certified) Airfield Security Agent / Fleet Mechanic

ACTS Aviation Security, Inc. - Orlando International Airport, FL
December 2016 to September 2019

• Security Agent working for private security firm. Our responsibilities changed depending on what was required by our client airline.

• Inspect all catering prior to flights while maintaining expediency to prevent flight delays.

• Documenting our search and sealing the catering carts for transport.

• Inspecting the catering truck for hidden contraband prior to flight departure.

• Sealing the inspected truck and documenting the times and people who worked around the vehicle.

• Escorting the catering trucks to the Air Operation Area and breaking the seal.

• Screen and document all ramp employees who have access to the aircraft and the times they arrived and departed.

• Searching the entire aircraft's fuselage; cabin, cargo bay, and cockpit for contraband.

• Searching the external compartments of the aircraft.

• Conducting surveillance of the aircraft when docked overnight for maintenance.

• Maintaining the company vehicles and documenting mileage/condition.

• Supervising teams of eight, or more and delegating tasks to agents as needed.

• Write detailed incident reports and affidavits in response to suspicious activity, or to document the events of an audit conducted by the TSA.

• Researching global terrorism and other aviation related events.

• Conforming to a non-disclosure agreement.

Inventory Manager and Online Marketing Director

Herb Chambers Hyundai of Auburn - Auburn, MA
April 2012 to October 2016

• Conduct Investigative research into vehicle history.

• Vehicle/Damage appraisal.

• Purchasing and selling vehicle trade-in's at auctions.

• Research market price range on purchased vehicles and price them accordingly.

• Uploading vehicles, updating price changes and maintaining/removing listings when applicable.

• Data Entry and online coordination with the Massachusetts Registry of Motor-vehicles.

• Travel to physically get a customer's registration approved if they are from out of state.

• Conduct business to business negotiations between other car dealerships to exchange, purchase, or sell vehicles.

• Travel to acquire, deliver and/or exchange vehicles with other dealerships.

• Inspecting and appraising through market research the value of a customer's trade-in vehicle.

• Organizing all lot inventory and delegating lot duties to my lot attendants.

• Documenting all new/used inventory and programming the keys into our key tracker.

• Monitor overnight surveillance camera footage for suspicious activity.

• Make sure vehicles are locked and fueled for potential test drives.

• Data Entry.

• Coordinate with the sales team, the sales manager, our BDC sales team, the finance manager, the general manager, the service advisors, service manager, parts department, parts manager, porters, valets, delivery drivers, technicians, our corporate offices, and of course the customers.

• Coordinate with managers from other dealerships, third party maintenance partners, and registry of motor vehicles personnel.

• Recruit, interview, and hire all lot porters, service valets, and registry runners.

• Train, supervise, and coordinate all new hires.

• Delegate various lot duties as needed to the porters, valets, runners, and lot attendants.

Proprietor/Owner

Silver Restorations, Sales, & Trades - Charlton, MA
March 2008 to July 2016

• Administrative/Proprietary Duties.

• Book Keeping/Accounting.

• Online Marketing/Advertising.

• Customer Service.

• Hire and trained part-time receptionists.

• Monitor precious metal rates on the spot charts and the daily stock market.

• Clean, refinish, and appraise silver antiquities.

• Trade, purchase, and sell precious metal coinage and bullion based on closely monitored market trends.

• Manage and audit inventory for tax accounting.

• Network social media and classified listings to increase clientele.

• Properly package and ship high valued antiquities, coinage, and bullion.

• Offer market and investment advice.

• Work long hours unassisted.

• Conduct market research.

• Data entry using various PC platforms such as MS Word, Excel, and Quickbooks.

Logistics Administrator, Sorter, and Forklift Operator

Staples Distribution Center - Dayville, CT
September 2012 to April 2013

• Pick, pack, sort, stack, and ship orders.

• Operate forklifts, pallet jacks, and cherry pickers.

• Fill out shipping manifests and approve work orders.

• Load and unload tractor trailers.

• Audit and do routine inspections of inventory.

Journalist/Editor

Haveanerdgasm .com - Remote
January 2011 to December 2012

• Research and report the most up to date video game, movie, TV show, comic book, anime, and other pop culture related news.
• Edit all site administrator, moderator, and journalists' spelling/grammatical errors and proofread material.
• Check all articles for material deemed indecent or potentially offensive to viewers and approve all articles to be posted for public view.
• Recruit and contract freelance writers for various journalistic positions.

Lead Fiber Optics Inspector and Data Administrator

Incom USA - Charlton, MA
January 2011 to March 2012

• Operate temperatures and belt feeds for fiber optics draw towers.

• Use micrometers and microscope to inspect fiber quality and limit ovality.

• Assemble complex fiber optics cane set ups based off of engineering specifications.

• Supervise draw tower operators and assemblers.

• Train new hires.

• Communicate directly with management and the project engineers.

• Operate a forklift.

• Maintain a sterile environment.

• Supervise third shift operations to keep towers running overnight.

Independent Contractor/Talent Acquisition Recruiter

Bungie Studios/Microsoft - Remote
January 2011 to December 2011

• Play Testing user created content.

• Finding user created content that could potentially be played competitively on the official matchmaking servers.

• Reviewing user created content and identifying issues that would forfeit it's inclusion into online play.

• Coordinating with various websites that produce large volumes of user created content to organize a more efficient process in weeding out 99% of the unusable content.

• Working remotely with a team of about thirty play-testers and Bungie administrators to organize scheduled testing events through private avenues like my online community site "Test Pilot".

• As gaming journalists we were sent back to our initial online communities we were recruited from, and given exclusive information to report to the Halo 3 and Halo: Reach mapmaking community fandom.

• We abided by a very strict non-disclosure agreement.

• Write several tutorials on how to reduce latency issues, balance combat for fair team play, various tricks in user-created content.

• Scout and recruit talent such as other play-testers, journalists, and/or accomplished original content developers.

Guest Content Contributor, Guest Journalist, Play-tester, and Online Community Organizer

Forgehub .com - Remote
January 2010 to December 2011

• Content moderator.

• Content reviewer.

• Gaming journalist.

• Site to site PR Representative.

Minority Owner, Journalist, Editor, Administrator

Forge-Union .com - Remote
May 2008 to December 2011

• Site administrative duties.
• Recruit, interview, and contract Forum Content Moderators, Journalists, Editors, Content Developers, Video game Play-testers, and other site staff.

• Moderating negative behavior on our community forums.

• Writing gaming news and reviewing community content.

• Rival site public relations outreach.

• Playtesting community content.

• Creating and marketing content.

• Networking to expand site traffic.

• Accumulating exposure.

Inventory Auditor, Assistant Manager, and Data Administrator

RGIS Inventory Specialists - Auburn, MA
January 2007 to December 2010

• Performing inventory counts based on the specifications of the contracted customer.

• Providing a 100% accurate piece count within deadlines.

• Customer service.

• Coordinating with store management and their personnel.

• Help the team leader delegate tasks to our staff.

• Travel long distances to job sites.

• Data entry.

• Hard count damaged or any merchandise missing sku tags and barcodes.

Journalist, Editor, Moderator

H3Customs .com - Remote
August 2007 to May 2008

• Research the latest news in the video game industry.

• Review community created content.

• Edit spelling and grammatical errors on all post written by the administrators and the forum moderators.

• Moderate our message boards and make sure users followed our community guidelines.

• Network and reach out to other online gaming communities in order to attract new followers and expand daily site traffic.

Forklift Operator, Logistics Administrator, Sorter, Inventory and Quality Control

Pioneer Cover-All Inc. - Oxford, MA
August 2005 to December 2006

• Safely operate a forklift.
• Closely follow work order directives and pick specific items around the warehouse for packaging.
• Sort and package all customer orders to specification and apply accurate addresses for drop off.
• Load and unload tractor trailers, box truck, and courier vans.
• Conduct monthly inventory audits.
• Data entry and logistics coordination.
• Maintained accurate inventory records
• Managed, scanned and organized freight delivery

Machinist, Forklift Operator, Deburring Specialist, Supervisor, Trainer, and Maintenance Technician

Chiller Components/Kenweld Inc. - Auburn, MA
March 2000 to May 2005

• Light duty machinist. Operate lathes, belt sanders, radial drills, etc.

• Use a variety of air, hand, and power tools including hand drills, grinders, buffers, burr knives, micrometers, etc.

• Clean metal chips and old coolant out of the CNCs.

• Add and upkeep coolant levels in the CNCs.

• Safely operate a large forklift and move large objects weighing up to ten thousand pounds.

• Use forklift to empty metal chip bins into the dumpsters.

• Operate manual and remote operated booms and lifts.

• Make sure all safety components are available and in working order, including straps and I-bolts.

• De-burr all parts as they come off the machine.

• Sand, polish, hand tap, and pin all holes to ensure that all sharp edges have been removed and that the pipe holes are the right dimension.

• Wash, oil, and dry all parts for rust prevention.

• Lead and supervise the de-burring department. Coordinate jobs and delegate workers as needed.
• Recruit, interview, and recommend de-burring applicants to hiring manager.

• Train and closely supervise all new hires.

• Make sure workers are following all safety and OSHA guidelines.

• Data entry.

• Make deliveries to the other shop on a non-CDL flatbed truck.

• Maintain, order, and audit company inventory as needed.

• Maintained a clean and orderly work area.

• Excelled in a fast paced working environment without sacrificing safety.

• Certified in Forklift Operation.

Pizza Cook/Grill Cook/Cashier

Papa Gino's and D'Angelo's - Charlton, MA
September 1999 to March 2000

• Prep pizza dough.
• Prep pizza toppings.
• Operate conveyor oven.

• Cut, box, and serve pizzas to the cashiers.
• Prep sandwich rolls.
• Pull ingredients from walk-in freezer.
• Prep grill.
• Cook meat, prepare sandwiches, and wrap them for the customer.
• Run a cash register in a very fast paced environment.
• Clean and sanitize all work stations.
• Inventory bread, pizza dough, and walk-in freezer.
• Close restaurant for the evening.

Stock Clerk/Cashier and Water Tester

Pools n' Cues - Auburn, MA
May 1999 to September 1999

• Stock shelves.

• Clean store.

• Audit inventory.

• Conduct PH tests on pool water for customers.

• Run a cash register.

Farm Hand/Laborer

Charlton Orchards - Charlton, MA
June 1998 to September 1998

• Mow grass.

• Prune blueberry bushes.

• Spread fertilizer.

• Dig holes for fence posts.

• Clean the stables.

Education

2 Years of College in Creative Writing

Quinsigamond Community College - Worcester, MA
June 2000 to March 2003

Skills

• Box Truck
• Journalism

- Courier
- Creative Writing
- Microscopy
- Report writing (5 years)
- Runner (5 years)
- Supervising experience (10+ years)
- Data entry (10+ years)
- Technical writing (10+ years)
- Criminal investigation (2 years)
- Security (5 years)
- Security analysis (5 years)
- CPR (2 years)
- First aid (10+ years)
- Interviewing (7 years)
- Training & development (10+ years)
- Editing (10+ years)
- Search engines (10+ years)
- SEO (10+ years)
- Investigation (2 years)
- Search (5 years)
- Screening (5 years)
- De-escalation (2 years)
- Conflict management (2 years)
- Record keeping (10+ years)
- Management (7 years)
- Auditing (10+ years)
- Threat assessment (5 years)
- Leadership (10+ years)
- Profiling (5 years)
- Familiarity with Airport Operations (3 years)
- Fleet management (7 years)
- Vehicle maintenance (7 years)
- Inventory management (5 years)
- Van driver (3 years)
- Payroll (4 years)
- Aircraft inspection (3 years)
- Theme park operations (2 years)
- Radio Codes (5 years)
- Traffic enforcement (2 years)
- Emergency management (5 years)

- Radio etiquette (5 years)
- Repair, Maintenance, & Installation (7 years)
- Law enforcement (5 years)
- Computer skills (10+ years)
- Travel (6 years)
- Credential verification (5 years)
- Background checks (7 years)
- Incident response (5 years)
- Incident management (2 years)
- Critical thinking (10+ years)
- Jack of all trades (10+ years)
- VIP Escort (2 years)
- Property loss (7 years)
- Data collection (5 years)
- Class D Security (5 years)
- SIDA certified (3 years)
- High School Diploma (10+ years)
- Some college (2 years)
- Guard card (5 years)
- Customer service (10+ years)
- Customer support (10+ years)
- Headset communication (5 years)
- Earpiece communication (2 years)
- Radio communication (5 years)
- Field to office communication (7 years)
- Microphone communication (5 years)
- Hospitality (6 years)
- Office experience (10+ years)
- Filing (10+ years)
- Bookkeeping (4 years)
- Accounting (4 years)
- Remote work (7 years)
- Field work (10+ years)
- Sales (8 years)
- Internet sales (8 years)
- B2B (8 years)
- B2B marketing (8 years)
- Internet marketing (10+ years)
- Networking (10+ years)
- Research (10+ years)

- Market research (10+ years)
- Content creation (5 years)
- Content development (5 years)
- Content management (5 years)
- Content marketing (5 years)
- Talent acquisition (8 years)
- Car dealership lot operations (4 years)
- Car dealership lot management (4 years)
- Car dealership inventory management (4 years)
- Registry Runner (4 years)
- Car runner (4 years)
- Car dealership overflow management (4 years)
- Key tracker management (4 years)
- Key tracker programming (4 years)
- Car dealership delivery operations (4 years)
- Groundskeeping (6 years)
- Dealership experience (4 years)
- Dealer swaps (4 years)
- Customer deliveries (6 years)
- Money exchange (10+ years)
- Money transactions (10+ years)
- Car auction buying (3 years)
- Car auction selling (3 years)
- Car marketing (4 years)
- Initiative (10+ years)
- Teamwork (10+ years)
- Team building (6 years)
- Team management (10+ years)
- Registry of motor vehicles operations (4 years)
- Customer satisfaction (10+ years)
- Vehicle inspection (4 years)
- Vehicle appraisal (3 years)
- Vehicle trade in appraisal (3 years)
- Vehicle trade in inspection (3 years)
- Wholesale management (4 years)
- Car dealership wholesale management (4 years)
- Point to point delivery (6 years)
- Negotiation (10+ years)
- Strategic planning (10+ years)
- Acquisition strategy (7 years)

- English major (2 years)
- Writing (10+ years)
- Creative writing (10+ years)
- Improving efficiency (10+ years)
- Quality control (10+ years)
- Journalism (7 years)
- Microsoft Word (10+ years)
- Microsoft Excel (8 years)
- Microsoft Office (8 years)
- Microsoft Access (8 years)
- Microsoft Outlook (8 years)
- Apple Pages (1 year)
- Logistics (6 years)
- Windows (10+ years)
- Windows 10 (5 years)
- Apple macOS (1 year)
- Android (8 years)
- Iphone (4 years)
- Deadlines (10+ years)
- Food safety (10+ years)
- CCTV (2 years)
- Surveillance (8 years)
- Loss prevention (10+ years)
- Analysis skills (10+ years)
- Underwriting (4 years)
- Typing (10+ years)

Languages

- English - Fluent
- Spanish - Beginner

Certifications and Licenses

Class D Security License
September 2019 to June 2024

CPR/AED
September 2019 to Present

Adult and Pediatric First Aid/CPR/AED
September 2019 to September 2022

Bloodborne Pathogens Training
September 2019 to Present

Driver's License (State of Florida) Class E
December 2017 to December 2025

Certified Forklift Operator
June 2000 to April 2013

It is long since expired, but I provided it to show that I would have absolutely no issues getting re-certified. 13 years and no safety violations, or accidents.

Professional In Human Resources

Food Handler Certification

Assessments

Mechanical knowledge — Highly Proficient
March 2022

Understanding and applying mechanical concepts and processes
Full results: Highly Proficient

Legal skills — Proficient
March 2022

Supporting legal procedures, preparing documents, doing research, and collecting client information in a legal setting
Full results: Proficient

Customer focus & orientation — Highly Proficient
March 2022

Responding to customer situations with sensitivity
Full results: Highly Proficient

Sales skills — Highly Proficient
January 2022

Influencing and negotiating with customers
Full results: Highly Proficient

Data entry: Attention to detail — Expert
March 2022

Maintaining data integrity by detecting errors
Full results: Expert

Work style: Professionalism — Proficient
March 2022

Tendency to be accountable, professional, open to feedback, and act with integrity at work
Full results: Proficient

Typing — Familiar
March 2022

Transcribing text
Full results: Familiar

Automotive maintenance — Expert
March 2022

Knowledge of vehicles, vehicle maintenance, and repairs
Full results: Expert

Recruiting — Familiar
March 2022

Managing the candidate sourcing and selection process
Full results: Familiar

Written communication — Familiar
March 2022

Best practices for writing, including grammar, style, clarity, and brevity
Full results: Familiar

Warehouse safety — Highly Proficient
March 2022

Using safe practices in a warehouse setting
Full results: Highly Proficient

Customer service — Proficient
March 2022

Identifying and resolving common customer issues
Full results: Proficient

Sales skills — Highly Proficient
January 2022

Influencing and negotiating with customers
Full results: Highly Proficient

Construction safety — Proficient
March 2022

Using safe practices while on a construction site
Full results: Proficient

Mechanical knowledge — Highly Proficient
March 2022

Understanding and applying mechanical concepts and processes
Full results: Highly Proficient

Automotive maintenance — Expert
March 2022

Knowledge of vehicles, vehicle maintenance, and repairs
Full results: Expert

Bookkeeping — Completed
March 2022

Calculating and determining the accuracy of financial data
Full results: Completed

Principles of accounting — Completed
March 2022

Preparing financial records according to federal policies
Full results: Completed

Recruiting — Familiar
March 2022

Managing the candidate sourcing and selection process
Full results: Familiar

Recruiting — Familiar
March 2022

Managing the candidate sourcing and selection process
Full results: Familiar

Security guard skills — Highly Proficient
April 2022

Assessing risks, enforcing security standards, and handling complaints
Full results: Highly Proficient

Customer service — Proficient
March 2022

Identifying and resolving common customer issues
Full results: Proficient

Retail customer service — Proficient
April 2022

Comprehending and responding to retail customer needs
Full results: Proficient

Customer service fit — Familiar
May 2022

Measures the traits that are important for success for customer service roles
Full results: Familiar

Problem solving — Familiar
May 2022

Measures a candidate's ability to analyze relevant information when solving problems
Full results: Familiar

Security guard skills — Highly Proficient
April 2022

Assessing risks, enforcing security standards, and handling complaints
Full results: Highly Proficient

Attention to detail — Proficient
March 2022

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: Proficient

Work motivation — Proficient
June 2022

Level of motivation and discipline applied toward work
Full results: Proficient

Basic maintenance and repair — Proficient
March 2023

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities
Full results: Proficient

Work style: Reliability — Proficient
March 2023

Tendency to be reliable, dependable, and act with integrity at work
Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.